Online Help:

- ➢ If you have an <u>Existing Account</u>, you can now login by going to <u>www.midlandtexas.gov</u> , click the <u>"pay my bill"</u> link, and then click the next <u>"pay my bill"</u> link. Click the <u>"Login"</u> link in the upper right hand corner of the page.

  If you have yet to migrate your account from the old bill pay site, you will do so by entering your prior login information, which was your Account ID (example: 12345-67890) and Password.

| User ID:	12345-67890	✔
Password:	••••••••••	✔

LOGIN BEFORE MIGRATION

This will open an "Update User Profile" window in which you will add/update your User Information. When you complete this process, you will receive an email from <u>ub@midlandtexas.gov</u>, similar to the email below:

From: City of Midland [mailto:ub@midlandtexas.gov]
Sent: Friday, July 29, 2016 9:44 AM
To:
Subject: eMail Address Verification

MIDLAND | Utility Billing   Login   Contact Us   City Website

**** Please save this email for future reference ****

This email address was registered with The City of Midland. To enable your email click on the link below.

If you have any questions, please call 432-685-7320.

Thank you and have a nice day.

Click this link to enable your account.

Connect With Us   City Notifications

Sign up for City news and happenings!

If you do not see the email above, check your junk/spam folder. If the email is in your junk/spam folder, and you are unable to click the link, try moving the email into your 'inbox' to enable the link.

After you click the link that states "Click this link to enable your account" a new window will open confirming that your email has been enabled as shown below:
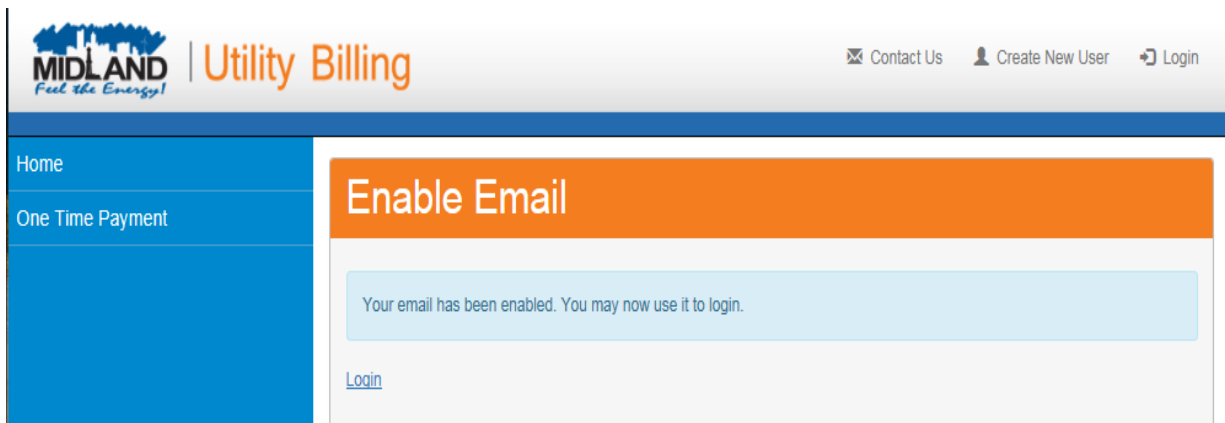
You will now click the "Login" link.

➤ After you Migrate your account, you will login using your email address and password, as shown below:

LOGIN AFTER MIGRATION

***Please note that if you are using a mobile device or your screen is minimized, all links described will be accessed by clicking the menu bar (the three bars) in the upper left corner of each page.

Mobile or Minimized Screen Menu Bar

➤ To Reset your Password, from the Utility Billing User Login page, click the "Reset Password" link below the Password field. You do not need to enter your email or password on this screen.

Once the "Reset Password – eMail" page loads, you will enter the email that you used to register the account, and click Continue. If entered correctly you will be taken to the "Reset Password – Security" page, where you will need to answer the Security Question that you chose when the account was created.

If you cannot recall your email address, feel free to email ub@midlandtexas.gov or call Customer Service @ 685-7320 with your Utility Bill Account ID or Address.

➤ If you never had a City of Midland Bill Pay Account, you will need to Create a New User.   You will need a current copy of your Utility Bill to complete the New User Registration. See the example below:

SERVICE ADDRESS			
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
12345-67890	07 - 76	99/99	99/99

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MIDLAND Ⓡ
Customer Service
www.midlandtexas.gov

CITY OF MIDLAND
CUSTOMER SERVICE
P.O. BOX 1152
300 N . LORAINE
MIDLAND, TX 79702
(432) 685-7320

➤ If you attempt to login and get the following message: Unable to access your account at this time, please check your email for details.   This indicates that you have attempted to login with the incorrect credentials password more than five times. You will need to wait the allotted time to clear the lock. Once the lock has cleared, you may need to review the correct login steps above, or you may need to reset your password. To reset you password, follow the steps listed in the "Reset your Password" instructions.

➤ Go to www.midlandtexas.gov, click the first "pay my bill" link, then click the second "pay my bill" link. Click the "Create New User" link in the upper right hand corner of the page.

 ***Please note that if you are using a mobile device or your screen is minimized, all links described will be accessed by clicking the menu bar (the three bars) in the upper left corner of each page.

On the Create New User page, fill in all the required information and click the "Create New User" button on the bottom of the page. You will be sent an email that will state "Click this link to enable your account." After you click the link, an enable email page will confirm that "Your email has been enabled. You may now use it to login." Click the "Login" link to continue to the User Login Page. Enter your email address and the password you created.

On the Home Screen, you will click the "Select Account Link" on the left side of the page. In the center of the page, you will click "Add Account." From the Add Account page you will enter your Account ID and the Current Bill Due Date, and then click Submit.

➤ Additionally, you can make a One Time Payment without the need to login or create an online account. To do this go to www.midlandtexas.gov , click the "pay my bill" link, and then click the next "pay my bill" link. Click "One Time Payment," on the left side of the page. You will enter just your Account ID located on your bill; however you DO NOT need to include the dash or use a password. Click "Pay," and follow the steps to continue making a payment. See the example below:

- ➢ To Add a Utility Billing Account, Log into your account, then click the "Select Account" link on the left side of the page. In the middle of the page, click the "Add Account »" link. You will enter your Account ID and Cycle/Route, both located on your bill.
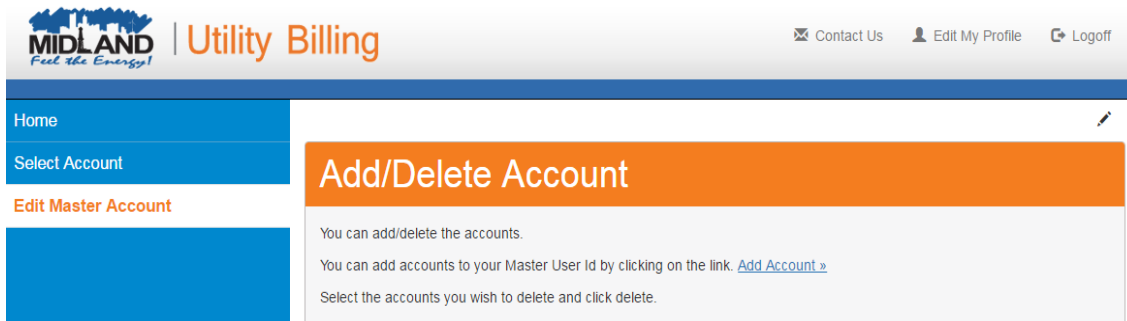

If you need to add a second account, click the "Edit Master Account" link on the left side of the page. Then you will click "Add Account," and follow the same process as you did adding your initial account.

Once you have added an account, you will then see them listed on the Utility Accounts page. You can now select the Account Number to which you would like to work with.

- ➢ To update your User Profile which includes your name, email address, phone number, etc. etc, log into your account. Click "Edit My Profile" in the upper right corner of the page, fill in the appropriate information, and then click the "Update User" button at the bottom of the page.

- ➢ To make a Manual Payment, log into your account. Click "Select Account," then select the account you are working on. On the Account Information page, in the lower middle part of the screen, click the **Pay Now »** link.

- ➢ To Setup Auto Pay, log into your account. Click "Select Account," then select the account you are working on (example: 00012345-00067890). On the left side of the page click "Auto pay," then click "Enroll." Select your payment method "Electronic Check (ACH)", or "Credit Card." Enter the required information and click "Continue." Follow the steps to complete and accept auto pay enrollment. Your enrollment was successful when you see the "Enrollment" page that states: "The following accounts were successfully enrolled:" Click "OK" to return to the payment method screen.

- ➢ To Update Auto Pay, log into your account. Click "Select Account," then select the account you are working on (example: 00012345-00067890). On the left side of the page click "Auto pay," then click "Modify Enrollment." Select the option that best fits your situation. To add, change, or remove a payment method from your wallet, see the Wallet Maintenance section below.

➤ To <u>Disable Auto Pay</u>, log into your account. Click "Select Account," then select the account you are working on (example: <u>00012345-00067890</u>). On the left side of the page click "Auto pay," then click "Disable." Once you click disable, you will then continue until you get the "Auto Pay Disabled" page that states: "Your recurring payment configuration has been successfully disabled."   Click "OK" to return to the Auto Pay information screen.

If you do not see a disable link, you probably have a currently pending auto payment. You will need to call Customer Service @ 685-7320 with your Account ID or Address, to request that we suspend the currently pending auto payment so you can disable your auto-pay.

➤ <u>Wallet Maintenance</u>:   To access your Wallet, click "Edit My Profile" in the upper right corner of the window. Then click the "Maintain Wallet" link above the Name and Address section of the window. From here you can Add, Modify, or Delete the payment method.

  ○ To Add a Credit Card or Electronic Check (ACH), click the appropriate link and follow the steps. If successful, you will get a confirmation window on the Wallet Maintenance screen that states the payment method was "Added."

  ○ You can modify the current payment method by selecting the link of the payment method listed in the Account/Routing Number column. From this page, you can "Clear Card Information" to modify the card number and expiration date, as well as updating the "Card Holder Name" and "Billing Address." Or if checking, you can update the appropriate fields. If successful, you will get a confirmation window on the Wallet Maintenance screen that states the payment method was "Updated."

  ○ Lastly you can delete the selected Payment types by clicking the check box in the "Delete?" column. If you do not have a check box option available, this means that the payment method is associated with your Auto pay. You will need to disable the payment method from Auto pay first before you can delete the selected payment type. When you select the delete box and click the delete selected payment type button, a pop-up window will ask for confirmation. If successful, you will get a confirmation window on the Wallet Maintenance screen that states "The selected payment information was deleted."

➤ If you received an email similar to the following message:

Login   Contact Us   City Website

Your user profile associated with your City of Midland Billing Account has been updated. If you did not update your profile, contact support at 432-685-7320.

Connect With Us   City Notifications

This is a confirmation of changes or updates to your City of Midland online bill-pay information. If you did not make these changes or if you suspect tampering, please login to your account and change your password, security question, and answer.

➢ To update your User Profile, log into your account, click "Edit My Profile" in the upper right corner of the page, fill in the appropriate information, then click the "Update User" button at the bottom of the page.

***********-------------------------------ADDITIONAL INFORMATION--------------------------*************

➢ Your Account Number, Cycle and Route are located on your Water Bill. See Below
Account Number Example: 12345-67890 (include the dash)
Cycle Example: 07 (first set of number in the Cycle field below. Your Cycle may be different than the example)
Route Example: 76 (second set of number in the Cycle field below, even though it does not say route. Your Route may be different than the example).

SERVICE ADDRESS			
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
12345-67890	07 - 76	99/99	99/99

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MIDLAND
Customer Service ®
www.midlandtexas.gov

CITY OF MIDLAND
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P.O. BOX 1152
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MIDLAND, TX 79702
(432) 685-7320

➢ There is a known issue with some mobile devices when entering or updating, a phone number on your profile screen. This does not apply to all mobile devices or PC/Laptops. See below:

Home Phone:	
Work Phone:	
Work Ext:	
Cell Phone:	

} The example below applies to all number fields in this section.

___-___-____   ← Click in one of the fields so that you can delete, or back space, the underlines

○-___-____   ← as you delete, or back space, the underline will no longer show

123-___-____   ← type your number in the blank field

123-○-____   ← continue deleting the next section of underlines

123-456-____   ← type in the next set of numbers

123-456-○   ← finally, delete the last section of underlines

123-456-7890   ← your phone number field should now contain your phone number.